

**PROGRAM STUDI KESEHATAN MASYARAKAT
PASCASARJANA UNIVERSITAS ANDALAS**

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**ANALISIS WAKTU PELAYANAN PASIEN *EMERGENCY SEVERITY*
INDEX LEVEL 3 DI INSTALASI GAWAT DARURAT
RUMAH SAKIT YOS SUDARSO**

xxi + 181 halaman + 57 tabel + 10 Gambar + 11 lampiran

ABSTRAK

Salah satu indikator untuk menilai kualitas layanan IGD adalah waktu pelayanan. Data bulan April 2016 menyebutkan bahwa terdapat 65 dari 443 orang (14,7%) pasien yang dirawat inap melalui IGD Rumah Sakit Yos Sudarso mengeluhkan lamanya pelayanan IGD. Penelitian ini bertujuan untuk mengetahui lama waktu pelayanan pasien *ESI level 3* di IGD Rumah Sakit Yos Sudarso.

Desain penelitian ini menggunakan pendekatan kualitatif. Penelitian dilakukan di IGD Rumah Sakit Yos Sudarso dari Bulan November 2015-Juli 2016. Pengumpulan data dilakukan dengan wawancara mendalam pada 16 orang informan, *focus group discussion* terhadap 6 orang dokter dan 6 orang perawat, telaah dokumen dan pengamatan langsung. Validasi data dilakukan dengan triangulasi sumber dan triangulasi metode.

Hasil penelitian menunjukkan bahwa rata-rata waktu pelayanan pasien *ESI level 3* dari saat pasien datang sampai keluar IGD menuju rawat inap adalah 155 ± 70 menit (waktu tercepat 43 menit dan terlama 463 menit). Terdapat keterbatasan ruangan dan tenaga, pelaksanaan triase belum optimal, ketidakseragaman pemahaman petugas bahwa pasien IGD perlu diprioritaskan. Rata-rata waktu pada tiap tahapan proses pelayanan sudah mencapai standar, tetapi masih terdapat keterlambatan dikarenakan menunggu pemeriksaan radiologi, petugas laboratorium datang ke IGD, dokter spesialis datang ke IGD, antri untuk pengurusan rawat inap, dan ketersediaan tempat tidur rawat inap.

Masih terdapat keterlambatan pada tiap tahapan proses pelayanan IGD maka disarankan agar pihak manajemen Rumah Sakit Yos Sudarso dapat memperlengkapi standar IGD Rumah Sakit dari segi ruang dan tenaga, meningkatkan pemahaman seluruh petugas Rumah Sakit bahwa pelayanan pasien IGD perlu diprioritaskan, meningkatkan komunikasi petugas pada pasien dan keluarga, mengevaluasi tren waktu kunjungan pasien dan mengatur penempatan petugas.

Kata Kunci : Waktu pelayanan, Triase, *ESI*, IGD
Kepustakaan 56 (1992 – 2016)

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***SERVICE TIME ANALYSIS OF PATIENTS LEVEL 3 EMERGENCY
SEVERITY INDEX AT THE EMERGENCY DEPARTMENT
OF YOS SUDARSO HOSPITAL***

xxi + 181 pages + 57 tables + 10 Pictures + 11 appendix

ABSTRACT

One of the indicators to assess the quality of emergency services is the service time. According to data in April 2016, there were 65 of the 443 (14,7%) hospitalized patients through emergency department of Yos Sudarso Hospital complain about long waiting time in emergency department. The aim of this study is to investigate the length of service time for patients level 3 ESI at the emergency department of Yos Sudarso Hospital.

Design of this study used a qualitative approach. Research was conducted at the emergency department of Yos Sudarso Hospital from November 2015 until July 2016. The depth interview of 16 informants, focus group discussion of 6 doctors and 6 nurses, document review, and direct observation were conducted to collect data. Resources and methods triangulation were applied to validate the data.

The results is the mean total duration of patient level 3 ESI service from arrival until discharge from emergency department to hospitalization was 155 ± 70 minutes, with a minimum duration of 43 minutes and a maximum of 463 minutes. There is limited space and personnel, implementation of triage is not optimal, unequal understanding of hospital staff that emergency department patients should be prioritized. The mean duration at each stage of the service process has met the standards, but there are still delays due to waiting for radiology examination, laboratory staff and specialist came to the emergency room, queued for admission, and the availability of inpatient beds.

There are still delays at each stage of the service process at emergency department so the researcher recommend the management of Yos Sudarso hospital to fulfill the standard in terms of space and personnel, improve the understanding of all hospital staff that emergency department patients should be prioritized, improve communication to patients and families, evaluate time trends of patient visits and arrange the placement of staff.

Keywords: *Service time, Triage, ESI, Emergency Department*
Bibliography 56 (1992 - 2016)